



Pharmacy Update - 4/16/2020

To our concerned Patients and Tribal Communities,

On **Monday, April 13th**, the Toiyabe Pharmacy was unexpectedly closed.

We apologize for any disruption or confusion this caused for our patients.

For clarity, the Pharmacy has been **OPEN** since **Tuesday, April 14th**.

- The Toiyabe Pharmacy **hours** are currently Mon-Fri, **9am-Noon, 1pm-5pm**.
- If you had medication filled at an outside Pharmacy and **you had to pay a co-pay**, please **contact our PRC team for reimbursement**. The phone number is 760-873-8464 and ask for PRC.
- To **request a refill**, please email RxRefill@toiyabe.us or call 760-873-4721, extension 273. Please note that the usual pick-up time of 48 hours is currently about 4-5 days. Please plan ahead accordingly.
- To **speak with the Pharmacy** and check on a prescription, please call 760-873-4721, extension 271. Please know that we are receiving a higher than usual number of calls, and we will answer as soon as possible. If we don't pick up right away, please call back.
- If you have an urgent **urgent need**, please call the **Administration Dept @ (760) 873-8464**. **For all emergencies, CALL 911 ASAP**.

All Toiyabe Staff are committed to providing quality patient care. We have been working extra hard in the face of extraordinary circumstances to maintain prompt and quality service, while keeping everyone safe and healthy.

Thank you for your patience and understanding.